

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
CENTRAL PROGRAM SERVICES**

Approved by Program Director CPS – Joel Castaneda
Signature: 

Date Approved: 04/04/2017

- 1. MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

35% Use clerical and computer skills to prepare and maintain document files, spreadsheets, database systems and perform data entry for Central Program Services.

- Generate and provide reports for program managers as needed.
- Print, distribute and collect group rosters.
- Provide data entry to any needed rosters.
- Develop and maintain tracking and logs for the department.
- Maintain current the hospital policy binders and Central Program Services operation manuals.
- File sensitive and confidential information in program files.
- Track departmental fire drills.
- Coordinate the enrollment of staff for needed annual review and interim trainings as needed.
- Track and process departmental work orders.

25% Initiate and process purchase orders as needed and approved by the department head.

- Communicate with approved outside vendors and initiate the quoting process.
 - Maintain records of all purchase orders.
 - Effectively communicate with the accounting department as needed.
 - Create and maintain a tracking system of expenditures, items received and items required for the department.

- 20%** Independently perform the following office tasks.
- Prepare daily employee sign-in sheets for each section of the Program.
 - Maintain staff sign-in sheets, 634's, 682's and any personnel related forms.
 - Providing back-up assistance in the pick-up and distribution of monthly pay warrants.
 - Order departmental supplies.
 - Maintain logs, binders and procedures for staff use.
- 20%** Utilize word processing software to prepare memos, letters and meeting minutes.
- Attend staff meetings as assigned, take, compose and distribute minutes.
 - Use secretarial skills to independently generate correspondence to outside agencies, as directed by program management.
 - Maintain confidentiality and integrity of sensitive topics discussed in program meetings.

2. SUPERVISION RECEIVED:

Program Assistant

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or whenever necessary to ascertain that they are free

from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the work place that enable the employee to work more effectively.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients, and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- E-mail/Internet

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. TRAINING:

Training Category –.2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS:

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

Employee Signature

Print Name


Date

Supervisor Signature

Print Name

Date

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

CLASSIFICATION: OFFICE TECHNICIAN (TYPING) REHABILITATION SERVICES	
Approved by Program Director – Frank Maul Signature:  PD	Date Approved: 10-29-2020

1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

45% Use clerical and computer skills to assist with the preparation of document files and maintaining database systems for the Rehabilitation Department.

- Generate and provide reports for the Program Director.
- Maintains hospital and department manuals.
- Maintain tracking logs, binders, and procedures for staff use.
- Researching, drafting, routing, and finalizing correspondence (letters/memorandums) under general direction; utilizing a wide range of knowledge of vocabulary, grammar and spelling.
- Fax and photocopy documents as needed.
- Maintain and update Administrative Directive Manual, Policy and Procedure Manual, as well as other manuals as needed.

35% Acts as a receptionist:

- Receive, screen and route incoming telephone calls, take messages, answer question concerning facility/department and refer calls to the appropriate staff.
- Assist employees with questions.
- Open, date stamp and process all incoming mail. Prepare outgoing mail appropriately.

20% Assists with the following office tasks:

- Ordering/stocking of supplies.
- Prepare daily sign-in sheets, record staff time usage on time sheet

(SH0634 eff. 03/15) and performing other tasks related to timekeeping.

- Attend staff meetings as assigned, take, compose and distribute minutes.
- Daily filing of documents.
- Complete work orders and follow-up as needed.

2. SUPERVISION RECEIVED:

Program Director

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the work place that enable the employee to work more effectively.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients, and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- E-mail/Internet

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. **TRAINING:**

Training Category – 2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

DUTY STATEMENT: OFFICE TECHNICIAN (TYPING)

437-300-1139-801

Approval Date: 10/29/2020

Page 4 of 4

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

Employee Signature

Print Name

Date


Supervisor Signature

Print Name

Date

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA

CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
(MEDICAL CLINICS)

Approved by Chief Physician & Surgeon – Dr. Sandhu
Signature: 

Date Approved: 

1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This position is required to perform a variety of general office work. It performs a variety of the most difficult and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

- 40% Provide clerical support to the Medical Clinics. This includes researching, drafting, and finalizing correspondence under general direction. This also includes typing, filing, reception and phone responsibilities, use of various office machines (i.e. photocopier, etc.). This also includes responsibility as the Unit's Timekeeper (ensuring Std. 634s are completed timely and submitted appropriately to Personnel), and processing of Travel Expense Claims. Set up TICs/Logs to track incoming and outgoing assignments and projects. Send out reminder notices of due dates to appropriate individuals.
- 20% Complete weekly, monthly, quarterly, and annual reports as directed. Ensure reports are completed timely, with proper content and format (per department and local criteria), and distributed to the appropriate personnel.
- 15% Set up TICs/Log system to track ingoing and outgoing annual nursing competency evaluations. Track response dates.
- 10% Take minutes for various meetings, i.e. Nursing Policy and Procedure Review Committee. Type and finalize minutes and procedures, distributing appropriately. Schedule upcoming meetings, sending reminder notices to committee members in advance.
- 10% Open, date stamp and process incoming mail. Prepare outgoing mail appropriately, including specialty items such as overnight packages and certified mail.
- 5% Maintain and order office supplies for Coordinator of Nursing Services Unit. When appropriate, order additional supplies from Warehouse.

2. **SUPERVISING RECEIVED:**
Chief Physician & Surgeon

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the work place that enable the employee to work more effectively.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients, and maintains therapeutic boundaries. Maintains relationship security in

the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION:
Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICIAN PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- E-mail/Internet

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.
7. **TRAINING:**
Training Category – 4 – Training Procedure No. 03-11.
The employee is required to keep current with the completion of all required training.
8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and

DUTY STATEMENT: OFFICE TECHNICIAN (TYPING) – MEDICAL CLINICS

437- 432-1139-802

Approval Date: 04/30/15

Page 4 of 4

float to other work locations as determined by the operational needs of the hospital.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date